

Customer Service Report for SCB

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Password Reset	3	0	0	0	0	0	0	0	3	0	3
Email											
Entourage	1	0	0	0	0	0	0	0	1	0	1
Hardware											
Desktop/Troubleshoot	1	0	0	0	0	0	0	0	1	0	5
Helix Support											
Apps/Matlab/Mathemat ica	1	0	0	0	0	0	0	0	1	0	8
Apps/Other	1	0	0	1	0	0	0	0	2	0	2
Info/Biowulf	2	0	0	0	0	0	0	0	2	0	6
Info/General	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	10	0	0	1	0	1	0	0	10	0	4

Total Tickets Closed: 10

Total Tickets Assigned/Pending/Checked Out: 1

Total Tickets Created: 11